

Builder Licence No: 3514C

ABN: 70 712 994 485



# CLIENT INFORMATION HANDBOOK

LISMORE HOME MODIFICATION SERVICE INC

*Delivering quality services, maximising  
independence and wellbeing*

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43 Habib Drive, South Lismore, NSW 2480



**Family &  
Community Services**  
Ageing, Disability & Home Care



**Australian Government**  
**Department of Health**

## CONTENTS

Welcome Message	Page 3
Who We Are	Page 4
Our Mission and Values	Page 4
Who is Eligible?	Page 4
What Area do we cover?	Page 5
Services Provided	Page 5&6
Cost	Page 7
How to become a Client	Page 8
Rules and Regulations	Page 9
Client Rights & Responsibilities	Page 11- 12
Confidentiality	Page 13-14
Advocacy	Page 15
Complaints and Concerns	Page 16-18
For your notes	Page 19

## WELCOME MESSAGE

Welcome to Lismore Home Modification Service Inc.

Lismore Home Modification Service Inc is a trusted, long established organisation, serving the local Lismore community and surrounding villages since 1990.

Our team of staff, Builders, Tradespeople and Occupational Therapists are here to ensure your home is modified and maintained to ensure your continued safety and wellbeing.

*We aim to make a difference by delivering quality services which will assist with maximising your independence and wellbeing.*

This Client Handbook has been designed to help you understand how to use our service and answers some frequently asked questions.

If after reading the Client Handbook you have further questions or suggestions, or if you know of a friend or relative that could benefit from our service, please don't hesitate to call 02- 6622 2323 and one of our friendly staff shall assist you with your enquiry.

Rodney Burley, Builder/ Manager  
Lismore Home Modification Service Inc



## WHO WE ARE

Lismore Home Modification Service Inc. (LHMS) is funded by the State and Federal governments under the:

- Commonwealth Home Support Program (CHSP);
- NSW Government, the NSW Disability Services (NSW DSS);
- NSW Community Care Support Program (NSW CCSP).

LHMS provides modification and minor maintenance services to eligible frail, older people and younger people with disabilities and their carers living in the Lismore and surrounding villages' local government areas.

LHMS is a not for profit organisation managed by a Management Committee, is registered as a Public Benevolent Institution Charity and is an Incorporated Association under the Fair Trading Act.

## OUR MISSION AND VALUES

- We deliver quality services, maximising independence and wellbeing.
- We are committed to safety, privacy, respect, compassion and excellence.

## WHO IS ELIGIBLE?

People who need assistance with daily living tasks to remain living independently at home and in the community. Eligible recipients must be:

- Frail, older people aged 65 years and over;
- Frail, older Aboriginal and Torres Strait Islander peoples 50 years and over;
- Younger people with a disability under 65 years of age;
- Carers of the above.

## WHAT AREA DO WE COVER?

LHMS provides modification and minor maintenance services to the Lismore LGA, surrounding villages and the Alstonville Plateau.

Operating hours are Monday to Friday 8.00am to 5.00pm.

If LHMS does not service your area, our friendly staff shall refer you either to the relevant Home Modification and Maintenance Service or My Aged Care <http://www.myagedcare.gov.au/>

## SERVICES PROVIDED

### Modifications

LHMS provides modifications which are specific to your individualised requirements as specified by an Occupational Therapist. Examples of modification work completed are:

- Supply and installation of grabrails;
- Supply and installation of handrails;
- Supply and installation of hand held showers;
- Tap adjustments such as the installation of lever taps;
- Handle adjustments such as the installation of lever door handles;
- Widening of doorways for wheel chair access;
- Access modifications such as ramps and step modifications;
- Bathroom and toilet modifications e.g. removal of baths and anti-slip treatments;
- Kitchen Modifications; and
- Any other work as specified by an Occupational Therapist which meets your functional requirements and is within the Guidelines.

## **SERVICES PROVIDED cont.....**

### **Maintenance**

LHMS provides minor maintenance work to your home which focusses on safety, access and independence. A limited range of maintenance work is completed. Examples of maintenance work are:

- Carpentry maintenance e.g. windows, doors, floors etc;
- Minor roof repairs and gutter cleaning;
- Minor plumbing/drainage e.g. washers, cisterns, minor leaks and blockages;
- Minor electrical e.g. replacing fuses, switches, bulbs and stove elements;
- Pressure cleaning paths and driveways;
- External maintenance e.g. fences, gates, paths, one-off yard and rubbish clearance (excluding lawn mowing and edging); and
- Pruning, weeding and hedging.

NB Some tasks are subject to restrictions and conditions may apply to rental and Department of Housing properties. LHMS must obtain permission from landlords and the Department of Housing before work can be completed.

### **Adjustments**

- Furniture adjustments such as adjusting the height of tables, chairs and beds;
- Safety adjustments e.g. to temperature on hot water systems or making cords, rugs etc safe.

### **Occupational Therapy Assessments**

### **Advice and Referral**

## **COST**

Clients are asked to pay for the cost of materials and an hourly rate is applied at a subsidised rate.

As each job varies greatly, our staff will provide you with a quote that is specific to the work you need.

Whilst payment on completion of the work is appreciated, LHMS does offer flexible payment options if required.

If you are having problems paying your account please call the office on 6622 2323.

NB - LHMS's Management Committee sets their Fees Policy in accordance with Government Guidelines and is reviewed on a 6 monthly basis.

## **HOW DO I PAY**

Client fees are collected to ensure the ongoing continuity of the organisation to service the community and those in need.

A variety of payment options are available to clients to accommodate individual requirements and provide flexibility.

Clients may pay via

- Cash;
- Cheque; and or
- Electronic Fund Transfer.

You will provided with a receipt when you have paid your account. If you are having difficulty paying your account or would like to make a complaint about your fees, please call the Builder Manager on 6622 2323.

## HOW TO BECOME A CLIENT OVER 65 YEARS OF AGE

From the 1 July 2015, all new clients over the age of 65 or Aboriginal people over the age of 50 will need to call **My Aged Care** to be assessed and referred to LHMS.

# Please call 1800 200 422

## HOW TO BECOME A CLIENT UNDER 65 YEARS OF AGE

If you are under 65 years of age and have a disability, please call LHMS on 02 6622 2323 to arrange an assessment by an Occupational Therapist.

You may have already been referred to LHMS by an Occupational Therapist or other Health Professional. Once LHMS has received the referral and your information, one of our friendly staff will be in contact with you to assess your requirements.

Please note: Initial contact will depend on the urgency of the request by the Occupational Therapist or Health Professional.

### **Waiting List**

When your referral has been received by LHMS, your work will be prioritised by LHMS staff against other work which needs to be completed. This means that a short period of time may lapse until LHMS completes the work you require. However this will not be the case if you have been deemed an emergency case or deemed a high priority by the Occupational Therapist.



## **UNDER WHAT RULES AND REGULATIONS DOES LHMS OPERATE?**

LHMS holds a Building Licence which is registered with the NSW Government, Fair Trading. LHMS adheres to the Building Code of Australia, relevant standards and local Government ordinances for all building works completed.

LHMS must also adhere to the Work Health and Safety Act 2011 and the Work Health and Safety Regulation 2011 when completing building work in your home. LHMS staff must therefore have a sound knowledge of Work Health and Safety requirements and guarantee your ongoing safety whilst building work is being completed.

## **SMOKING**

LHMS require Staff and Tradespeople not to smoke when in a Client's home. We would therefore request that Clients also observe the same rule whilst our Staff or Tradespeople are working in your home.

## **CANCELLATIONS**

As we do understand that your circumstances may change, please let us know straight away if you no longer need your service by calling the office on 02 6622 2323.

## **CHANGING NEEDS**

We provide an individualised service based on your needs and from time to time your needs will change. This could be as simple as a change of address, financial changes or it may be that your health or disability improves or deteriorates. To help us meet your needs, you are encouraged to let us know when things change.

## **SPECIAL NEEDS CONTACTS**

National Relay Service <http://relayservice.gov.au/>

Vision Australia <http://www.visionaustralia.org/>

## **WHAT IF ENGLISH IS MY SECOND LANGUAGE?**

If you are a non-English speaking person, there is a translating service (TIS) on 13 14 50. TTY users should phone 133 677 then ask for 02 9286 1000.

LHMS also has a range of brochures in various languages. Staff will provide you with the relevant language brochure once it has been identified that English is your second language.

## CLIENT RIGHTS

1. Every Client has the right to receive a service that encourages and fosters their independence.
2. Every Client (with the Client's permission) and/or their carer has access to all information about themselves held by the Service.
3. In cases where a Client has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.
4. Clients (with the Client's permission) and/or their carers will be involved in decisions about their assessment and care plan. They will be made aware of all the options available and any fees to be charged.
5. Clients will be made aware of the standard of service which they can expect. Services will be provided in a safe manner which respects the dignity and independence of Clients, is responsive to the social, cultural and physical needs of Clients and the needs of their carers.
6. Clients' access to services will be decided only on the basis of need and the capacity of the Service to meet that need.
7. Clients have the right to refuse a service and refusal will not prejudice their future access to services.
8. Clients have a right to complain about the service they are receiving without fear of retribution.
9. Complaints by Clients will be dealt with fairly, promptly and without retribution. The Client may involve an advocate of their choice to represent his/her interests.

10. Clients' views will be taken into account in the planning and evaluation of the Service.
11. Clients can nominate an Advocate to speak on their behalf. This may be a family member, friend or advocacy service.
12. Clients' rights to privacy and confidentiality will be respected.

## **CLIENT RESPONSIBILITIES**

1. A Client should provide reasonable notice if a service is no longer required.
2. Clients should act in a way which respects the rights of other Clients and Staff Members.
3. Clients need to take responsibility for the results of any decisions they make including the choice not to make a decision.
4. Clients should respect the confidentiality of information about other Clients and Team Members which they may obtain whilst using services.
5. Clients should inform the Service of any significant change in their circumstances, e.g. health status, mobility decline.
6. We ask that areas concerning culture, politics, religion, etc. be treated with due discretion by all concerned and that clients refrain from swearing.
7. If a Client continually refuses to abide by their responsibilities, their work may be cancelled.

## **PRIVACY AND CONFIDENTIALITY**

Your confidentiality will at all times be respected. We ask all Clients to respect the confidentiality of information about other Clients and Staff.

### **Your Information – It's Private**

#### **What information do we collect about you?**

We keep your name and contact details on your client record. Other details such as your goals (care plans) and information about your health are recorded and reviewed regularly.

#### **Why do we collect your information?**

The information we collect helps us keep up-to-date details about your needs so we can care for you in the best possible way. We also use the information to better manage and plan the services we provide.

#### **Who else sees your information?**

All information is kept strictly confidential and is only accessed by authorised staff. As part of our Client induction, we ask for your permission to use personal information in our statistical reports to government. At no time are you individually identified in these reports.

#### **What say do you have in what happens to your information?**

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. It is your right not to share some of your information or restrict access to your Client Record but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

### **How will your information be protected?**

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest of confidence and store it securely.

### **Can you access your information?**

Yes, you have the right to request access to your information and to ask for it to be corrected if necessary.

## **RELEVANT LEGISLATION**

LHMS must abide by relevant Acts and Legislation as specified by government agencies. These include but are not limited to:

- Disability Inclusion Act 2014
- Aged Care Act 1997
- The Building Code of Australia and relevant standards
- Local government planning laws and ordinances
- All industrial relation laws including the Fair Work Act and relevant Awards
- Work Health and Safety Laws
- Privacy and Confidentiality Laws

## ADVOCACY

### What is an Advocate?

An advocate is a person who, with the authority of the client, promotes and represents the rights and interests of the people.

Clients may use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service. Advocates will be accepted by LHMS as representing the interests of the Client.

Advocates may be used during assessments, reviews, and complaints or for any other communication between the client and LHMS.

Advocacy and information services perform a crucial role in the disability sector by helping people to make informed decisions about their lives and help them to choose how they wish to engage with their communities.

See more at:

[http://www.adhc.nsw.gov.au/individuals/support/directing\\_my\\_own\\_life/advocacy\\_and\\_information\\_services](http://www.adhc.nsw.gov.au/individuals/support/directing_my_own_life/advocacy_and_information_services)

### Where can I find an Advocacy or Information Service?

Advocacy is supported by both Federal and State governments.

The National Aged Care Advocacy Program (NACAP) is a national program funded by the Australian Government under the *Aged Care Act 1997*. The NACAP aims to promote the rights of people receiving Australian Government funded aged care services.

Phone: (02) 9281 3600 or 1800 424 079 (free call) Email: [tars@tars.com.au](mailto:tars@tars.com.au) Website: <http://www.tars.com.au>

## COMPLAINTS AND CONCERNS

As a way of improving our services to the community, LHMS welcomes all feedback. We would like to hear from you should you have any complaints regarding the service you are receiving or any suggestions you would like to make to improve services provided by LHMS.

As a Client, you have the right to complain about the service you are receiving without fear of retribution and you will continue to receive uncompromised services whilst your complaint is dealt with in a fair, prompt, confidential and timely manner.

LHMS will resolve all complaints in a confidential manner amongst team members and other individuals directly concerned with its resolution. However, there may be some instances where it will be necessary to provide information to a third party.

In order to satisfactorily resolve a complaint, please be rest assured that your permission will be obtained prior to any information being given to other parties whom it may be desirable to involve. In some instances there is a legal requirement and/or duty of care to disclose information to an external body, e.g. if harm to self or others seems likely or if there are legal implications inherent in the complaint.

You have the right to use an advocate (family member, friend or advocacy service) and we can assist with finding someone to represent you if needed.



## Procedure

- In the first instance, clients are encouraged to raise their complaint with the staff member or Builder Manager responsible for delivering the service concerned.
- Clients may use an advocate to negotiate on their behalf.
- If the client is not happy to discuss the issue with the staff member responsible for delivering the service concerned, they or their advocate may contact the Builder Manager by phone on 6622 2323 or in writing, 43 Habib Drive, South Lismore, NSW 2480 or via email at [homemods@bigpond.net.au](mailto:homemods@bigpond.net.au)
- If the complaint is about the Builder Manager, the complainant may choose to go directly to the Chairperson of the Board of Management by phone on 6622 2323 or in writing, 43 Habib Drive, South Lismore, NSW 2480 or via email at [homemods@bigpond.net.au](mailto:homemods@bigpond.net.au)
- **NB** If you are not happy with the complaint process you may contact the Aged Care Complaints Scheme on 1800 550 552 or the NSW Ombudsman on 1800 451 524.
- After raising your complaint, you will be contacted within one week to acknowledge the complaint and outline timeframes for investigation and resolution.
- While we aim to resolve complaints as quickly as possible, if your complaint cannot be resolved within one month you will be provided with a progress reports.
- At the end of this process, the final outcome will be discussed with you and we will ask for feedback as to your satisfaction with the resolution and any improvement to the overall process you may be able to suggest. You have the right to appeal any decision(s) made.
- If the matter is not resolved to your satisfaction, you may raise the issue with the Chairperson of the Management Committee by way of a phone conversation or written letter if you prefer. To arrange this, phone 6622 2323 or write to The Chairperson of the Board of Management 43 Habib Drive, South Lismore, NSW 2480. Please mark the envelope CONFIDENTIAL.

**If further action is required, you may wish to contact -  
Aged Care Complaints Scheme- Department of Social Services**

The scheme provides a free service enabling anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services subsidised by the Australian Government.

Please note: All 1800 numbers are free calls from fixed lines; calls from mobiles may be charged.

**Department of Social Services-Ageing and Aged Care**

- Phone: 1800 634 035
- Fax: (02) 6133 8442
- Web: <http://agedcarecomplaints.gov.au>
- Mail: PO Box 7576, Canberra Business Centre, ACT, 2610
- Email: [complaints@dss.gov.au](mailto:complaints@dss.gov.au)

**Clients may also contact the Aged Care Commissioner**

- Web: [www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)
- Phone: 1800 550 552
- Email: [acc@agedcarecommissioner.gov.au](mailto:acc@agedcarecommissioner.gov.au)
- Mail: Aged Care Complaints Commissioner  
GPO Box 9848, Sydney 2000

## **Provide Feedback to the Department of Social Services - Ageing and Aged Care**

- Web: [www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries/feedback-form](http://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries/feedback-form)
- Email: [complaints@dss.gov.au](mailto:complaints@dss.gov.au)
- Phone: 1800 634 035

## **SPECIAL NEEDS CONTACTS**

**If you are deaf or have a hearing or speech impairment, you may contact them through the National Relay Service or for vision impairment through Vision Australia**

- Phone: TTY and Speak and Listen users: phone 1800 555 667 then ask for 1800 550 552
- Web: [www.relayservice.gov.au](http://www.relayservice.gov.au)
- Web: [www.visionaustralia.org/](http://www.visionaustralia.org/)

## **People with Disabilities may choose to contact the Ombudsman NSW**

- Phone: 1800 451 524
- Web: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)
- Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

## **Non English speaking persons**

- Translating and Interpreter Service (TIS) on 131 450
- TTY users phone 133 677 then ask for 02 9286 1000









If you are unsure about anything or need further help

**PLEASE RING  
02- 6622 2323**

**THIS HANDBOOK IS  
AVAILABLE IN  
LARGE PRINT**

**43 Habib Drive  
South Lismore  
NSW 2480.**



**Australian Government**  
**Department of Social Services**



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